

Ozark Natural Foods
August Board Meeting Minutes
Tuesday August 29th, 2017
6:30 p.m.

Board Members Present: Joshua Youngblood, Colleen Pancake, Conner Corley, John Bailey, Ben Ozanne

Board Members Absent: Danielle Dotson, Hayden Henningsen

Staff Members Present: Mike Anzalone -GM, Tanja Ray, Julie Wahl-HR Manager

Consent Agenda:

- Minutes approval tabled until next meeting.

Floor Reports

President's Report:

- President and General Manager met twice for leadership meetings to discuss the rebranding initiative and *Building a Healthy Corridor* Workshop September 14.
- Held a conference call with Wegner's CPA regarding starting the audit calendar or conduct an audit this year. Board to decide in the next meeting.
- President thanked Board member Colleen Pancake for her 6 ½ years of service to the Board of Directors.

GM Report:

- National Cooperative Grocer (NCG) Fall Meeting will take place Sept 12-15 in Minneapolis, and General Manager attendance is mandatory.
- Unclaimed Property Tax time is approaching. ONF has approximately \$43,000 of unclaimed funds to release to the state.
- 38 employees received raises. GM states it is time for ONF to start investing in the future and go in a bold new direction. Cooperative Development Services (CDS) consultant recently reviewed store operations. Offered insight to labor hours, merchandising, category management, operational efficiencies, marketing and branding.
- Kevin O'Donnell from CDS Consulting recently spent several days reviewing *A la Carte* operations including; goals, training, and labor hours. Further customer service training to be provided at ONF.
- GM is on the College Avenue Redevelopment Committee. Committee working toward redeveloping the central corridor to make it more walking, biking and urban friendly.
- Discussed the Amazon Locker and how technology is affecting retail; also discussed Whole Foods purchase.

Reporting and Board Decisions

B7 Customer Service

- The Board received and reviewed the report prior to the meeting.
- Staff member Tanja Ray presented the report to Board.
- **Motion** to accept B7 Customer Service was **made, seconded and passed unanimously.**

Owner Outreach Committee

- Reminder: November 13 *Dinner with the Board* is scheduled. Advertising to be included in the upcoming Nutshell newsletters.

Policy Committee

- Committee wrapping up reviews of Policy Governance.

Discussions

Annual Owners Meeting Last Check

- Founders Day will not be held in conjunction with AOM this year. Will consider it for Co-op month part of an appreciation event for the community.
- New Leaf Program success stories of local recipients will be shared as part of the programming. Recipients will share how this has positively impacted their business.
- Ceremonial hand-off of the archives to the U of A will also be part of the programming.
- President and GM will meet to review script.

Rebranding Initiative

- GM has met with several marketing firms and Black Box Labs has been selected for ONF rebranding. Firm has an understanding of the Co-op's background and will spend several months reviewing financials, interviewing Board members, talking to owners and reviewing web presence. (Stage One).
- Stage Two will be a logo refresh, telling the Co-op story, the value of shopping at ONF and aiding with securing architect and contractors for store redesign. Board to engage with outreach/discovery.

Board Policies for review/discussion:

- C4-Monitoring GM Performance

Upcoming meeting dates

- Annual Meeting, Seating of Directors, Officer Selection-October 3rd
- October Monthly Meeting- October 3

Meeting adjourned at 8:10pm

Closed Session: GM Evaluation

Owner Attendance

James Selvey
Elizabeth Quinn
Sue Graham

Owner Comments: No Owner Comments